



The Honorable Tom Wheeler, Chairman  
Federal Communications Commission  
445 12th Street, SW, Washington, DC 20554

Date September 19, 2016

**Re: WT Docket No. 08-7**

Dear Chairman Wheeler:

We, The Next Solutions, Inc are writing in support of the petition asking the Commission to prevent wireless carriers from blocking lawful, consented text messaging services.

The Next Solutions, Inc dba Nextup uses text messaging in the following ways:

- *We provide a service to automotive dealerships across the US, where we send text messages to the individual representatives.*
- *We create a queue for the representatives for the opportunities coming into the dealership, and based on the rotation of the queue our system sends a text message to notify them of the position they are in or move to.*
- *This is part of our service and the cost is covered at no charge to the representative or dealership.*
- *Being that our service is provided to businesses we have a greater than 99% opt-in rate at our new implementations.*

The Next Solutions, Inc dba Nextup and our users have been impacted by message filtering in the following ways:

- *Our clients have had messages filter and as such contact our support team to get the concern resolved. As a result our support and development team have spent hours attempting to find a resolution, only to find out the issues was message filtering. This creates a bad impression of our company and software.*
- *The messages sent by our system are specific to each rep and are required to properly utilize the system. Message example: "John Rep, you are now in position #1", "John Rep, you have been rotated to the bottom of the list"*

*- When the representatives do not receive messages, they are unaware of their responsibility to be available to greet the next guest resulting in guests not getting helped and the dealerships level of professionalism be reflected upon negatively.*

*- The financial impact of text messages not being delivered is substantial to both us as a company and our clients.*

*- Consumers should have the right to choose with whom and how they communicate, not their wireless carriers.*

*- The current carrier practices regarding the blocking of messages haven't kept pace with innovation are arbitrary and discriminatory at best, and would be direct violations of Title II if applied to Internet access, voice or IP messaging.*

*- One year after the Open Internet Order, it's now clear: Title II classification fosters technological innovation and competition among businesses, developers and organizations.*

*- Text messaging is the preeminent means of communication and should receive the same protections as voice and broadband.*

We urge the Commission to support the principles of innovation and consumer choice embodied in the Open Internet Order by applying the same protections to text messaging.

Consumers should decide with whom they communicate, and consumers should receive the lawful messages they've consented to receive.

Sincerely,



Timm Cuzzo

Chief Operating Officer

The Next Solutions, Inc.

